**Excel - KB01239**

Impacted App/Service: Excel

Title: There is a noticeable delay using a shared Excel sheet

Short Description: During normal Excel operations on a shared sheet, it is very slow to input and/or manage data in general.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **239.11.5.22** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. Select the Windows Server Power option from the Start menu and perform a **Restart**.